



## PATIENT SATISFACTION AND ASSOCIATED FACTORS AMONG PATIENTS OF DENTAL PROFESSION STUDENTS, INDONESIA: A CROSS SECTIONAL STUDY

Fakhrul Fitrianto<sup>1</sup>, Diki Bima Prasetyo<sup>2</sup>, Hayyu Failasufa<sup>3\*</sup>, Retno Kusniati<sup>3</sup>

<sup>1</sup>Bachelor of Dentistry, Faculty of Dentistry, Universitas Muhammadiyah Semarang, Semarang, Jawa Tengah 50273, Indonesia.

<sup>2</sup>Faculty of Public Health, Universitas Muhammadiyah Semarang, Semarang, Jawa Tengah 50273, Indonesia.

<sup>3</sup>Faculty of Dentistry, Universitas Muhammadiyah Semarang, Semarang, Jawa Tengah 50273, Indonesia.

\*[drg.hayyu@unimus.ac.id](mailto:drg.hayyu@unimus.ac.id)

### ABSTRACT

Patient satisfaction regarding oral health services is defined as the difference between the patient's view of the services they receive and their expectations of these services. Communication is one of the factors that contribute to increasing the level of patient satisfaction. Meanwhile, communication problems are often a patient complaint as 35%-40% of patients are not satisfied when consulting with a doctor. Analyzing the relationship between patient satisfaction and the provision of communication, information, and education carried out by dental profession students at the Dental and Oral Hospital of Muhammadiyah University, Semarang. Method: This type of research is observational with cross sectional design. The population is 101 consisting of dental professional student patients. The sampling technique uses accidental sampling. The independent variables are the provision of IEC, age, gender, and level of professional students and the dependent variable is patient satisfaction. The questionnaire to measure patient satisfaction and the provision of IEC was taken from previous studies and has been proofread. Validity testing was conducted using expert judgment, with heterotrait-monotrait (HTMT) ratios below 0.9, and the reliability test using Cronbach's alpha yielded a result of 0.7. Ethical approval has been obtained and data collection involves informed consent and questionnaire interviews. Data analysis was carried out with univariate and bivariate using rank spearman correlation and Chi-square. There is a relationship between the provision of IEC with patient satisfaction ( $p = 0.000$ ). there is no relationship between age ( $p = 0.840$ ), gender ( $p = 1.000$ ) and the level of professional students (0.260) with patient satisfaction. the results of patient satisfaction at RSGM Unimus assessed by patients have very satisfactory results. Maintaining and improving patient satisfaction is needed by RSGM to achieve maximum service quality. There is a relationship between the provision of communication, information, and education with patient satisfaction.

Keywords: dental; education and communication (IEC); hospital; information; patient satisfaction; student

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## INTRODUCTION

Indonesians' perception of healthcare has changed. Health is now seen as a basic right that must be fulfilled. Members of the public as patients have an expectation to receive healthcare services that meet their needs. However, the current trend in Indonesia's healthcare sector shows sub-standard development (Rizaldy, P. I & Alnur, R, D, 2024). Dental and Oral Hospital or abbreviated as RSGM is a health service unit that focuses on the treatment, recovery, and prevention of dental and oral diseases through outpatient, emergency, and medical services. Therefore, RSGM Unimus also acts as an education, research, and referral center in the field of oral care (Prasetyo, D.B et al, 2022, Permenkes No. 1173, 2004). According to the World Health Organization, in the Global Oral Health Status Report (GOHSR) the findings in 2019 were the overall prevalence of oral diseases and conditions, which reached 45%, or nearly 3.5 billion people who have one or more untreated oral diseases. Meanwhile, the results of the Indonesian health survey (IHS) in 2023 the prevalence of the Indonesian population with oral health problems is 56.6%-57.3%. Meanwhile, in

Central Java province it was 56.9% (GOHSR, 2022, SKI, 2023). According to data from the Semarang City Health Office in 2023, the number of outpatient visits at Unimus Dental and Mouth Hospital reached 20,856 patients. Currently, RSGM Unimus acts as a teaching hospital that functions as a center for education, research, and integrated services in the field of dentistry (Dinkes, 2023).

This allows students to carry out various activities in the framework of the dental profession education process. In the implementation, students of the dental profession program provide care to patients with the guidance of the dentist in charge of services and are expected to be able to behave and communicate well. This shows the need for providing communication, information and education (IEC) by professional students through prevention, health promotion, treatment and recovery measures in line with the concept of a healthy paradigm, namely maintaining oral hygiene. Therefore, learning communication with an empathetic approach needs to be taught to professional students in order to be able to provide health services that have an impact on the level of patient satisfaction with the services they receive. (Dinkes, 2023, Sani, Kyagus B., 2022, Nurhidayah, Amalia et al, 2022, Astuti, et al 2019, Ardinansyah, Agus et al, 2024). Patient satisfaction regarding oral health services is defined as the difference between the patient's view of the services they receive and their expectations of these services. Communication is one of the factors that contribute to increasing the level of patient satisfaction. Meanwhile, communication problems are often a patient complaint as 35%-40% of patients are not satisfied when consulting with a doctor (Afdilla, Nia et al, 2023, Lampus & Wuisan, 2024). A dentist and dental student who wants to communicate well with patients must have high empathy skills. Meanwhile, there are a number of factors that affect empathy, namely internal factors including mood, communication and language, age, gender, and socialization. External factors include parenting, situation, and place. Communication imbued with empathy encourages patients to be more open. In addition, it allows doctors to improve patient recovery, increase patient satisfaction and effectiveness in treatment (Baniaghil, Asieh et al, 2022, Lampus & Wuisan, 2024, Ardinansyah, Agus et al, 2024).

Based on previous studies that individuals expressed 35-40% dissatisfaction with the quality and amount of information provided by medical personnel. On the other hand, research by Ardinansyah, Agus et al. found that a person's life experience increases with age, thus increasing a person's empathy for their environment. Meanwhile, gender differences can affect the way people behave. Women tend to be more empathetic and can control their emotions towards others and their environment. In contrast, at the professional student level, when they are just entering the lecture level at the Faculty of Dentistry and want to become dentists, they feel their enthusiasm is very high, which has an impact on the way they interact with others (Irawati and Imran, Herry, 2024, Ardinansyah, Agus et al, 2024). Based on pre-research data that has been conducted, the total number of patient visits in January-October 2024 amounted to 28,580 patients, while as many as 76.89% of them were patients treated by dental profession students. Therefore, researchers are interested in knowing the relationship between patient satisfaction and the provision of communication, education and information provided by dental profession students because there has been no similar research conducted at the RSGM Unimus. This study is expected to provide valuable information for dental students and RSGM Unimus to improve the quality of their services in order to achieve patient satisfaction.

## **METHOD**

This type of research is observational. The research design applied was cross-sectional, in which the observation and measurement of independent variables (Provision of Communication, Information, and Education, Age, Gender and Level of Professional Students) and dependent (Patient Satisfaction) were carried out simultaneously. The

population in this study were patients who received actions from dental professional program students at the Dental and Oral Hospital of Universitas Muhammadiyah Semarang as many as 101 subjects. The sampling procedure in this study used accidental sampling technique which was carried out during the period February-March 2025. The instruments used in this study were a general questionnaire to measure the independent variables and a questionnaire to measure the dependent variable, namely patient satisfaction with a Likert scale taken from research conducted by Nancy Sicilia Lampus and Dewi S.S. Wuisan which had been proofread by the Muhammadiyah Language Center institution and modified by the researcher according to the scope of the study and validity testing was conducted using expert judgment, with heterotrait-monotrait (HTMT) ratios below 0.9, and the reliability test using Cronbach's alpha yielded a result of 0.7 (Lampus & Wuisan, 2024). Likert scales are used to evaluate participants' perceptions, views, and attitudes towards research variables. Each item was evaluated using 5 measurement categories, namely very satisfied (5 points), satisfied (4 points), moderately satisfied (3 points), dissatisfied (2 points) and very dissatisfied (1 point). This study has gone through an ethical review process and received approval from the Health Research Ethics Committee of the Universitas Muhammadiyah Dental and Oral Hospital Semarang which was determined by certificate No: 013/RSGM.KEPK/PE/2025. After that, the researcher gave a questionnaire, collected data, analyzed the data using univariate and bivariate analysis with the rank spearman correlation test on numerical data and chi-square on categorical data.

**RESULT**

Table 1.  
Numerical Data Frequency Distribution

Variable	Mean ± SD	Median (min – max)
IEC	131,48 ± 13,29	134(87-145)
Age	29,08 ± 13,25	23(18-76)
Professional Student Level	0,94 ± 0,55	0,5(0,5-2)
Patient Satisfaction	36,33 ± 4,29	38(21-40)

Based on table 1. the average assessment of IEC provision is 131.48. The results of giving IEC with the lowest assessment were 87 and the highest assessment was 145. The average age of respondents was 29.08 years. The lowest age is 18 years and the highest age is 76 years. The average level of dental profession students with length of study is 0.94 years or 10 months. The level of dental profession students with the lowest length of study is 0.5 years or 6 months and the highest is 2 years. The average patient satisfaction rating was 36.33. The lowest patient satisfaction rating was 21 and the highest was 40.

Table 1.  
Category Data Frequency Distribution

Gender	f	%
Female	65	64,4
Male	36	35,6

Table 2 shows that of the total respondents, 65 people (64.4%) were female, while 36 people (35.6%) were male.

Based on table 3. On the results of the questionnaire on the provision of IEC. In the Humble statement aspect, most respondents answered that they felt very satisfied when dental students respected patients (74.3%). In the Respect statement aspect, most respondents answered that they felt very satisfied when dental students showed a caring attitude towards patients (72.3%). In the Empathy statement aspect, most respondents answered that they felt very satisfied when dental students were friendly during consultations (62.4%).

Table 3.  
The results of the questionnaire on the provision of IEC

IEC	Answer									
	VD		D		QS		S		VS	
	f	%	f	%	f	%	f	%	f	%
<i>Respect</i>										
Dental students introduce themselves	0	0	0	0	3	3,0	39	38,6	59	58,4
Dental students greet patients when they meet	0	0	0	0	4	4,0	28	27,7	69	68,3
Dental students smile when they meet	0	0	0	0	4	4,0	30	29,7	67	66,3
Dental students are patient when listening to patient complaints	0	0	0	0	4	4,0	29	28,7	68	67,3
Dental students listen to patient complaints until the end	0	0	0	0	4	4,0	29	28,7	68	67,3
Dental students respond well to every patient question	0	0	0	0	6	5,9	30	29,7	65	64,4
Dental students show caring attitudes towards patients	0	0	0	0	5	5,0	23	22,8	73	72,3
<i>Empathy</i>										
Dental students ask about the patient's condition when they meet	0	0	0	0	6	5,9	33	32,7	62	61,4
Dental students are friendly when consulting	0	0	0	0	5	5,0	33	32,7	63	62,4
Dental students create comfortable conversations	0	0	0	0	7	6,9	36	35,6	58	57,4
Dental students can understand patient problems	0	0	0	0	6	5,9	39	38,6	56	55,4
Dental students advise patients	0	0	0	0	8	7,9	44	43,6	49	48,5
<i>Audible</i>										
Pronunciation of dental students is clear	0	0	0	0	7	6,9	39	38,6	55	54,5
Intonation of dental students is good	0	0	0	0	6	5,9	36	35,6	59	58,4
Temperature of dental students is good	0	0	0	0	5	5,0	39	38,6	57	56,4
Dental students explain patient conditions fluently	0	0	0	0	5	5,0	38	37,6	58	57,4
Volume and voice of dental students are clearly audible	0	0	0	0	5	5,0	36	35,6	60	59,4
<i>Clarity</i>										
Dental students' explanations are easy to understand	0	0	0	0	5	5,0	35	34,7	61	60,4
Dental students explain only important information	0	0	3	3,0	11	10,9	52	51,5	35	34,7
Dental students explain about the patient's illness	0	0	0	0	6	5,9	38	37,6	57	56,4
Dental students explain about the patient's treatment	0	0	0	0	4	4	45	44,6	52	51,5
Dental students provide information that the patient wants to know	0	0	0	0	7	6,9	38	37,6	56	55,4
Dental students make patients confident in overcoming their illness	0	0	2	2,0	6	5,9	37	36,6	56	55,4
Dental students involve patients in decision making	1	1,0	1	1,0	5	5,0	33	32,7	61	60,4
Dental students discuss further treatment	0	0	0	0	6	5,9	32	31,7	63	62,4
<i>Humble</i>										
Dental students provide the best service	0	0	0	0	5	5,0	29	28,7	67	66,3
Dental students accept patient suggestions well	0	0	0	0	3	3,0	38	37,6	60	59,4
Dental students respect patients	0	0	0	0	5	5,0	21	20,8	75	74,3
Dental students prioritize patient interests	0	0	0	0	5	5,0	27	26,7	69	68,3

VD: Very Dissatisfied, D: Dissatisfied, QS: Quite Satisfied, S: Satisfied, VS: Very Satisfied

Table 4.  
The Patient Satisfaction Statement

Patient Satisfaction	Answer									
	VD		D		QS		S		VS	
	f	%	f	%	f	%	f	%	f	%
I understand my condition after talking to the dental student	0	0	0	0	5	5,0	41	40,6	55	54,5
The dental student has given me all the information about my illness	0	0	0	0	5	5,0	59	58,6	57	56,4
The dental student has reduced my anxiety about my illness	0	0	1	1,0	6	5,9	38	37,6	56	55,4
The dental student takes my illness seriously	0	0	0	0	5	5,0	31	30,7	65	64,4
I feel comfortable after talking to the dental student	0	0	1	1,0	5	5,0	29	28,7	66	65,3
I feel very cared for by the dental student	0	0	0	0	6	5,9	27	26,7	68	67,3
I trust the dental student's care	0	0	1	1,0	4	4,0	36	35,6	60	59,4
I will follow the dental student's advice	0	0	0	0	5	5,0	39	38,6	57	56,4

VD: Very Dissatisfied, D: Dissatisfied, QS: Quite Satisfied, S: Satisfied, VS: Very Satisfied

Based on table 4. on the patient satisfaction statement, most respondents answered that they felt very satisfied when they felt very cared for by dental students (67.3%). Furthermore, respondents felt very satisfied when they felt comfortable after talking to dental students (65.3%).

Table 5.  
Relationship between Provision of IEC, Age, Level of Professional Students, and Patient Satisfaction

Variable	r	p
IEC	0,850	0,000*
Age	0,020	0,840**
Professional Student Level	-0,113	0,260**

Rank spearman: \* $\leq 0,05$ , \*\*  $> 0,05$

Based on table 5. the results of the Spearman's Rank test explain that there is a relationship between IEC and Patient Satisfaction ( $p = 0.000$ ) and the results of the correlation coefficient ( $r = 0.850$ ) state that there is a very strong and positive relationship, implying that an increase in the value of the IEC provision variable will be directly proportional to an increase in the value of the patient satisfaction variable. In the relationship between the age of respondents and patient satisfaction ( $p = 0.840$ ). In the relationship between the level of professional students and patient satisfaction ( $p = 0.260$ ).

Table 6.  
Relationship between Gender and Patient Satisfaction

Gender	Patient Satisfaction				p
	QS		S		
	f	%	f	%	
Female	3	4,6	62	95,4	1,000
Male	2	5,6	34	94,4	

VD: Very Dissatisfied, D: Dissatisfied, QS: Quite Satisfied, S: Satisfied, VS: Very Satisfied

Based on table 6. shows that most of 95.4% of women who have patient satisfaction in the satisfied category. The results of the relationship test using the chi-square test prove that there is no relationship between gender and patient satisfaction ( $p = 1,000$ ).

## DISCUSSION

The results of the bivariate analysis in this study prove that there is a relationship between the provision of IEC and Patient Satisfaction at RSGM Unimus. This happened because most aspects of IEC consisting of Respect, Empathy, Audible, Clarity, and Humble showed the results of satisfied and very satisfied patient satisfaction. In the statement of dental professional students responding well to every patient's question shows very satisfied. This is in accordance with research at XYZ hospital, which states that the level of patient satisfaction will increase if the doctor is able to understand and respond to the needs expressed by the patient. In addition, patients will feel satisfied with the doctor's convincing communication style, including attention to the patient's welfare, and responding to complaints or problems in a friendly manner (Lampus & Wuisan, 2024). There is no relationship between age and patient satisfaction because at the time of the study, respondents in the teenage to elderly age category mostly answered that they were very satisfied. The observation results showed that there were fewer respondents in adolescence and old age than adults with an average age of 29 years. This finding contradicts research which reveals that there is a relationship between age and patient satisfaction, as patients age, their level of satisfaction with services tends to decrease (Akbar FH, et al, 2020).

Meanwhile, previous studies have stated that there is a relationship between age and satisfaction with outpatient services. Respondents with younger ages tend to have lower levels of satisfaction with the services they receive. Age plays a role in shaping a person's behavioral patterns, among younger individuals tend to be more critical in assessing and providing input

on the basic health services they receive (Boavida de Araujo, E., 2022). There is no relationship between gender and patient satisfaction because when the study was conducted, most of the female and male genders felt very satisfied. The majority of respondents in this study were female. The findings in this study are also in line with previous studies which stated that there was no significant relationship between gender and patient satisfaction. In the study, the majority of respondents were female patients, who are known to be patient. Women tend to be better able to understand various service conditions, although not always in accordance with their expectations (Widiastuti, et al, 2024). There is no relationship between the level of professional students and patient satisfaction. This problem occurs because most of the levels of professional students in this study were mostly 6 months. The longer the level of professional students, the higher the experience in providing quality services and dealing with patients well. There are other factors that are more related, namely the level of IEC of professional students at RSGM Unimus. While in previous studies it was explained that most patients experienced satisfaction being treated by final year students at King Abdulaziz University Dental Hospital (Alshali, et al, 2024).

The reason is because students show respect for patients and provide quality care. Then, another study explained that the care carried out by dental interns at RSGM Prima Medan showed high patient satisfaction (Silvi Tiara Dewi, et al, 2023). To obtain a high level of satisfaction in the current study is promising because it shows high-quality dental training in dental institutes and will reflect positively on patient compliance, anxiety levels, attendance of follow-up appointments, and taking good care of their own dental health. In addition, the development of structured interprofessional education programs can improve patient satisfaction (Majed Salamah Alhawiti, et al, 2024). So it is important to provide appropriate training to dental profession students at RSGM Unimus. And training can also be done externally, in accordance with other studies showing that dental and medical students can expand their skills in external practice, where experienced colleagues can convey information and requirements for new fields in a simple and understandable way (Jennie Ross and Adam Holder, 2024).

## **CONCLUSION**

The results of the study on the Relationship between Patient Satisfaction and the Provision of Communication, Information, and Education by Professional Dentistry Students at the Hospital and Mouth of the Muhammadiyah University of Semarang, can be concluded that there is a relationship between the provision of communication, information, and education with patient satisfaction. This shows that the provision of IEC which includes aspects of respect, empathy, audible, clarity, and humble is a factor in increasing the level of patient satisfaction. There is no relationship between the variables of age, gender, and level of professional students with patient satisfaction

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